



# Dealer e-Services Overview

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# 1 e-Services Overview

Along with the implementation of the Electronic Lien and Title (ELT) program, e-Services has been redesigned to provide a more intuitive experience. The greatest benefit is the actions dealers are looking for will be more clearly highlighted within the new panel-based layout.

Upon logging into e-Services, dealers can view their business information along with the tasks that can be performed on e-Services. The different panels and tabs allow the dealers to view a variety of information.

The screenshot shows the Michigan Department of State e-Services interface. At the top, there is a navigation bar with links for 'SOS Home', 'MI.gov', 'FAQs', and 'Contact Us'. Below this is a header with the Michigan Department of State logo and name. On the right side of the header, there are icons for help and user profile. The main content area is divided into two columns. The left column displays dealer information for 'DEALER A', including a masked phone number and address. The right column features a 'Request Access' panel with two options: 'Request Code' (to request an authorization code) and 'Add Account Access' (to use an authorization code). Below the dealer information, there is a 'Summary' tab and a navigation menu with 'Action Center', 'Settings', and 'More...'. The 'Summary' section shows dealer details and an 'Account' summary with a balance of '\$0.00'. To the right of the account summary, there are links for 'Sign up for training', 'Electronic Lien and Title Actions', 'Manage Bank Accounts', and 'More...'.

The **Support Menu** icon displays the **View Support ID** hyperlink. Selecting this hyperlink retrieves an ID that dealers can give to Michigan Department of State (MDOS) employees performing system support. When given this ID, the MDOS employee will then have permission to view the screen as dealers work so they can best help dealers navigate the system.

The **Profile Menu** icon displays options to view the profile or to log off quickly. The **My Profile** hyperlink navigates dealers to the same page as the **Manage My Profile** hyperlink.

## **Request Access Panel**

The Request Access panel allows the dealers to gain access to different types of accounts on e-Services. Select the **Request Code** hyperlink to receive an authorization code of the account you would like access to. Then use the **Add Account Access** hyperlink to use the authorization code to gain access to the requested account.



### **Summary tab**

The **Summary** tab contains information about the logged in dealer. Each account panel displays the account type, account identifier, balance, and a list of actions that are available. For dealers this includes activities such as signing up for training, managing their bank account, and newly added functionality, performing Electronic Lien and Title actions.

### **Action Center tab**

The **Action Center** tab contains alerts and notifications of any unread messages or letters that the dealer receives. If there are any unread letters or messages, a notification is displayed above the **Action Center** tab or near the **Manage My Profile** hyperlink in the top left corner. Navigate to the messages or letters by selecting the corresponding hyperlinks. Dismiss a message or letter by selecting the **Close** icon for the message. If the dealer does not have any unread messages or letters, a green panel is displayed with a message stating that no actions are requiring attention.

### **More tab**

The **More...** tab displays three panels: Submissions, Letters, and Messages. Select the hyperlink within each panel to view the applicable information.

- **Submissions** panel – Submissions are now housed in the **More...** tab from the account home page. Displays any submissions the user makes (i.e., vehicle lien assumption).
- **Letters** panel – Displays any letters the user has received from MDOS.
- **Messages** panel – Displays any messages the user receives from MDOS.

### **Manage My Profile**

The **Action Center** contains alerts and notifications of any unread messages or letters that the dealer receives. If there are any unread letters or messages, they will display here.

The **More...** tab displays three panels: Submissions, Letters, and Messages. Select the hyperlink within each panel to view the applicable information.

- **Access** panel – Manage access for users by using the activities listed in this panel.
- **Submissions** panel – Submissions are now housed in the **More...** tab from the account home page. Displays any submissions the user makes (i.e., vehicle lien assumptions, etc.).
- **Activity** panel – Displays all activities submitted from e-Services for the dealer.



## 2 New Electronic Lien and Title Functionality

ELT is the electronic exchange of lien and title information between MDOS, dealers, and lienholders or Service Providers. Dealers will complete the following activities once logged in to their e-Services account:

- Transfer a title held electronically to another dealer.
- Dealer lien assumption when the lien is electronic.
- Search for a vehicle title type.



# Dealer Lien Assumption

The Lien Assumption activity is completed when a dealer is purchasing a vehicle with a title that has an electronic lien. Lien Assumptions must be completed before a dealer can perform other transactions for that vehicle.

To perform a dealer lien assumption on e-Services:

1. Select the **Electronic Lien and Title Actions** hyperlink.
2. Select the **Assume a Lien** hyperlink.
3. Enter information into the applicable fields.
  - a. **Note:** Required fields are indicated by a red asterisk. All required fields must be completed before moving on to the next section.

< Electronic Lien and Title

## Electronic Lien Dealer Assumption

Assumption

Vehicle Lookup

### Vehicle Lookup

What type of vehicle is this lien on? \*

Please enter the VIN

4. Once a section is completed, move on to the next section by selecting the **Next** button.
  - a. The dealer has the option to either keep the title electronic or have the title printed. If the dealer elects to print the title, the title will be generated and mailed to the dealer that evening.

< Electronic Lien and Title

## Electronic Lien Dealer Assumption

Assumption

Vehicle Lookup

Confirmation

### Confirmation

Vehicle	Listed Odometer
2015 HONDA PILOT STATION WAGC	1,000

Is this the correct vehicle? \*

Do you want to keep the title electronic? \*

What is the purchase price of the vehicle? \*

*Required*

Odometer Code \*

*Required*

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- b. The dealer is charged a \$15 title fee. On the Fee section, if the dealer has an EFT account, an option to charge the title fee to the EFT account will display.

< Electronic Lien and Title

### Electronic Lien Dealer Assumption

<b>Assumption</b>	<b>Fees</b>
Vehicle Lookup	
Confirmation	
Attachments	
<b>Payment</b>	
Fees	

Standard Title Fee	15.00
	15.00

Would you like to pay with your registered e-Check account? \*

- 5. Verify the information added to the activity and select the **Submit** button.

< Electronic Lien and Title

### Electronic Lien Dealer Assumption

<b>Assumption</b>	Lien assumption for : 5FNYP4H58FB009306
Vehicle Lookup	2015 HONDA PILOT Station Wagon
Confirmation	
Attachments	
<b>Payment</b>	
Fees: \$15.00	
<b>Summary</b>	

- 6. The Items section displays with the title fee.
  - a. If the title fee was charged to an EFT account, select the **Confirm** button to finalize the dealer lien assumption.

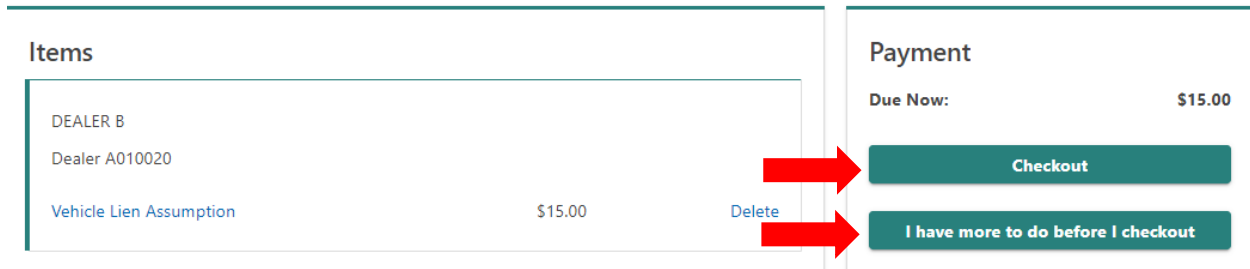
< Electronic Lien and Title

<b>Items</b>	<b>Payment</b>
DEALER B	Due Now: \$0.00
Dealer A010020	<input type="button" value="Confirm"/>
Vehicle Lien Assumption, \$15.00 to be paid. <input type="button" value="Delete"/>	<input type="button" value="I have more to do before I checkout"/>

Select **Confirm** to complete your transaction(s)

- b. If the title fee was not charged to an EFT account, the dealer can either checkout or process more transactions.

< Electronic Lien and Title



The screenshot displays the 'Electronic Lien and Title' interface. On the left, under the 'Items' section, there is a table with the following data:

Item	Amount	Action
DEALER B Dealer A010020		
Vehicle Lien Assumption	\$15.00	Delete

On the right, under the 'Payment' section, the 'Due Now' amount is \$15.00. Below this, there are two buttons: 'Checkout' and 'I have more to do before I checkout'. Two red arrows point from the 'Delete' link in the items table to the 'Checkout' and 'I have more to do before I checkout' buttons.

- i. Select the **I have more to do before I checkout** button to keep processing more transactions. Otherwise select the **Check Out** button.
  - ii. Select the form of payment: credit card or checking account.
    1. If a credit card is used, a credit card processing fee will be charged.
  - iii. Select the **OK** button. CARS navigates to an external site to complete the payment.
  - iv. Once the payment is processed and completed, the dealer is navigated back to CARS.
7. The option to print a receipt is available by selecting the **Print Receipt** button. Select the **OK** button to complete the process.



## Dealer to Dealer Title Transfer

Dealer to dealer title transfers for titles that are held electronically will be completed in two parts. The dealer selling the vehicle will first initiate the transfer on e-Services. Once completed, the dealer purchasing the vehicle will verify and complete the transfer on e-Services. A \$15 title fee is charged to the purchasing dealer due to a new title record being generated in CARS.

### Transfer a Vehicle

To initiate the dealer to dealer transfer on e-Services:

1. Select the **Electronic Lien and Title Actions** hyperlink
2. Select the **Transfer a Vehicle** hyperlink.
3. Enter information into the applicable fields.
  - a. **Note:** Required fields are indicated by a red asterisk. All required fields must be completed before moving on to the next section.

< Electronic Lien and Title

#### Dealer to Dealer ELT Transfer

4. Once a section is completed, move on to the next section by selecting the **Next** button.
  - a. In the **Dealer ID** field on the Confirmation section, enter in the dealer number for the dealer purchasing the vehicle.

< Electronic Lien and Title

#### Dealer to Dealer ELT Transfer



5. Once all sections are completed, select the **Submit** button to submit the activity.

< [Electronic Lien and Title](#)

### Dealer to Dealer ELT Transfer

Transfer	Transfer : JF1GR7E60DG879366
Vehicle Lookup	2013 SUBARU Impreza 4 Door
Confirmation	Dealer Number : A010038
Dealer	Dealer Name : DEALER A
Summary	Dealer Address : 7064 CROWNER DR DIMONDALE MI 48821-5003
	Purchase Price : \$1,000.00
	Odometer Code : Actual Mileage
	Odometer : 43000

Once the transfer is initiated, the vehicle will display in the Pending Transfers list. For the dealer who initiated the transfer, the vehicle will display in the Outgoing Electronic Vehicle Transfer section.

## Receive a Vehicle

Once the dealer selling the vehicle initiates the dealer transfer on e-Services, the purchasing dealer must finalize the transfer. The purchasing dealer cannot perform the Receive a Vehicle activity until the transfer is initiated by the other dealer. Use the Pending Transfer list on e-Services to see if the dealer transfer has started. The vehicle will display under the Incoming Electronic Vehicle Transfer section.

To complete the dealer to dealer transfer on e-Services:

1. Select the **Electronic Lien and Title Actions** hyperlink.
2. Select the **Receive a Vehicle** hyperlink.
3. Enter information into the applicable fields.
  - a. **Note:** Required fields are indicated by a red asterisk. All required fields must be completed before moving on to the next section.

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### Dealer to Dealer ELT Receive

Transfer	<b>Vehicle Lookup</b>	
Vehicle Lookup	What type of vehicle are you receiving? *	Please enter the VIN
	<input type="button" value="Vehicle"/> <input type="button" value="Watercraft"/>	<input type="text"/>



- 4. Once a section is completed, move on to the next section by selecting the **Next** button.
  - a. The dealer has the option to either keep the title electronic or have the title printed and mailed to the dealer.

< Electronic Lien and Title

Dealer to Dealer ELT Receive

<b>Transfer</b> Vehicle Lookup Confirmation	<b>Confirmation</b>	
	Vehicle 2012 FORD ESCAPE STATION WAGO	Odometer Listed By Transferring Dealer 1,000
	Is this the correct vehicle? * <input type="button" value="Yes"/> <input type="button" value="No"/>	Do you want to keep the title electronic? * <input type="button" value="Yes"/> <input type="button" value="No"/>
	What is the purchase price of the vehicle? * <i>Required</i>	Odometer Code * <i>Required</i> <input type="button" value="v"/> Odometer * <i>Required</i>

- b. The dealer is charged a \$15 title fee. On the Fee section, if the dealer has an EFT account, an option to charge the title fee to the EFT account will display.

< Electronic Lien and Title

Dealer to Dealer ELT Receive

<b>Transfer</b> Vehicle Lookup Confirmation Attachments Payment Fees	<b>Fees</b>	
	Standard Title Fee	15.00
		15.00
	Would you like to pay with your registered e-Check account? * <input type="button" value="Yes"/> <input type="button" value="No"/>	



5. Verify the information added to the activity and select the **Submit** button.

< [Electronic Lien and Title](#)

Dealer to Dealer ELT Receive

<b>Transfer</b>	Receive : 1FMCU0DG4CKB27315
Vehicle Lookup	2012 FORD ESCAPE Station Wagon
Confirmation	Electronic Title? : Yes
Attachments	Purchase Price : \$1,000.00
<b>Payment</b>	Odometer Code : Actual Mileage
Fees: \$15.00	Odometer : 1000
Summary	Total Fees : \$15.00

- 6. The Items section displays with the title fee.
  - a. If the title fee was charged to an EFT account, select the **Confirm** button to finalize the dealer transfer.

< [Electronic Lien and Title](#)

<p><b>Items</b></p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>DEALER B Dealer A010020</p> <p>Vehicle Transfer, \$15.00 to be paid. <span style="float: right;">Delete</span></p> </div> <p><span style="color: red;">!</span> Select <b>Confirm</b> to complete your transaction(s)</p>	<p><b>Payment</b></p> <p>Due Now: <span style="float: right;">\$0.00</span></p> <div style="border: 2px solid red; padding: 5px; text-align: center; margin-bottom: 5px;"> <p><b>Confirm</b></p> </div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>I have more to do before I checkout</p> </div>
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- b. If the title fee was not charged to an EFT account, the dealer can either checkout or process more transactions.

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<p><b>Items</b></p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>DEALER B Dealer A010020</p> <p>Vehicle Transfer <span style="float: right;">\$15.00</span> <span style="float: right;">Delete</span></p> </div>	<p><b>Payment</b></p> <p>Due Now: <span style="float: right;">\$15.00</span></p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin-bottom: 5px;"> <p><b>Checkout</b></p> </div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <p>I have more to do before I checkout</p> </div>
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→
→

- i. Select the **I have more to do before I checkout** button to keep processing more transactions. Otherwise select the **Check Out** button.



- ii. Select the form of payment: credit card or checking account.
    1. If a credit card is used, a credit card processing fee will be charged.
  - iii. Select the **OK** button. CARS navigates to an external site to complete the payment.
  - iv. Once the payment is processed and completed, the dealer is navigated back to CARS.
7. The option to print a receipt is available by selecting the **Print Receipt** button. Select the **OK** button to complete the process.

## View Pending Transfers

The Pending Transfers list contains a list of vehicles with electronically held titles that are being transferred between dealers.

< [Electronic Lien and Title](#)

### Outgoing Electronic Vehicle Transfers

[Show History](#)

VIN/HIN	Vehicle	Odometer	Dealer	Address	Completed	Cancelled	
1GNKVHKD4HJ346865	2017 CHEV TRAVERSE Station Wagon	47	LANSING AUTO GROUP	1601 E CAVANAUGH RD LANSING MI 48910-3615			<a href="#">Delete</a>

### Incoming Electronic Vehicle Transfers

[Show History](#)

VIN/HIN	Vehicle	Odometer	Dealer	Address	Completed	Cancelled	
19XFB4F25FE001083	2015 HOND CIVIC 4 Door	46,521	LANSING AUTO GROUP	1601 E CAVANAUGH RD LANSING MI 48910-3615			

To view pending transfers on e-Services:

1. Select the **Electronic Lien and Title Actions** hyperlink.
2. Select the **Pending Transfers** hyperlink.

The Outgoing Electronic Vehicle Transfers table displays a list of vehicles that the dealer initiated a title transfer for, but the transfer has not yet been completed by the purchasing dealer. The Incoming Electronic Vehicle Transfers table displays a list of vehicles that are waiting for the title transfers to be finalized.



# Delete Pending Transfers

The dealer that initiates a Dealer-to-Dealer transfer can delete the transfer prior to the purchasing dealer completing the transfer if it was entered in error or a deal fell through.

1. Select the **Delete** hyperlink.

< Electronic Lien and Title

## Outgoing Electronic Vehicle Transfers

Show History

VIN/HIN	Vehicle	Odometer	Dealer	Address	Completed	Cancelled	
JF1GR7E60DG879366	2013 SUBARU Impreza 4 Door	43,000	DEALER A	7064 CROWNER DR DIMONDALE MI 48821-5003			<a href="#">Delete</a>

2. Verify information for the pending transfer you would like to delete. To continue you will need to select the **Yes** button for the question “**Are you sure you wish to delete this pending transaction**” and then select the **Next** button.

< Electronic Lien and Title

## Delete Pending Transfer

Delete

Delete Transfer

### Delete Transfer

HIN/VIN: JF1GR7E60DG879366

Vehicle: 2013 SUBARU Impreza 4 Door

Dealer: DEALER A

Address: 7064 CROWNER DR DIMONDALE MI 48821-5003

Are you sure you wish to delete this pending transaction? \*

3. Verify the information added to the activity and select the **Submit** button.

< Electronic Lien and Title

## Delete Pending Transfer

Delete

Delete Transfer

Summary

Delete pending transfer for : JF1GR7E60DG879366

2013 SUBARU Impreza 4 Door



## Search for an ELT

With the Search for an ELT activity, dealers can search for titles in CARS. This gives title information such as the owner(s), title number, title type, vehicle details, and liens, if applicable.

### ELT Vehicle Search

Vehicle Type	VIN	
Vehicle	WBA3B1G54ENS80365	<input type="button" value="Search"/>

### Title Information

Title Number	Title Issue Date	<input checked="" type="checkbox"/> Electronic Title
MI0000014639	25-DEC-2020	

### Vehicle Information

Year	Make	Model	Body Style
2014	BMW	320	4 DOOR
MSRP	Unladen Weight	Mileage	Mileage Brand
32,000	0	1,400	ACTUAL MILEAGE
Vehicle Brands			<input type="checkbox"/> Survivor Rights
NONE			

### Ownership Information

Name	Address
JOE SAMPLE	

### Lienholder Information

Name	Address
BANKSY LENDING CO	28960 JOHN R RD MADISON HEIGHTS MI 48071-2819
Filing Date	Lien Position
25-Dec-2020	First Secured Party

To search for a title on e-Services:

1. Select the **Electronic Lien and Title Actions** hyperlink.
2. Select the **Search for an ELT** hyperlink.
3. Enter information into the applicable fields.
4. Select the **Search** button.
5. The search results return and the title, vehicle, ownership, and lienholder information display.
  - a. If the **Electronic Title** checkbox is selected, this indicates that the title is held electronically. If the checkbox is not selected, this indicates that the title is not held electronically and a paper title exists. The paper title must be presented when acquiring a title that is not held electronically.



## View a List of Electronic Titles

The List of Electronic Titles activity contains a list of all titles held electronically in the dealer’s name.

To view a list of electronic titles on e-Services:

1. Select the **Electronic Lien and Title Actions** hyperlink.
2. Select the **List Electronic Titles** hyperlink.
3. The list of titles held electronically displays.
  - a. Select the **View Details** hyperlink to the view more information about the vehicle.

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VIN/HIN	Title Number	Make	Model	Year	Issued	RD-108	View Details
JF1GR7E60DG879366	MI0000122568	SUBARU	Impreza	2013	08-Sep-2020		<a href="#">View Details</a>
1N4AL3AP5GN344029	MI0000094080	NISSAN	ALTIMA	2016	31-Dec-2020		<a href="#">View Details</a>
1FMCU0DG4CKB27315	MI0000053735	FORD	ESCAPE	2012	31-Dec-2020		<a href="#">View Details</a>

## 3 Contact Information

Contact MiEFS Help Desk for any ELT questions or general questions at:

PH: 517-636-0571

Email: [MDOS-MiEFS-ELT-HELPDESK@michigan.gov](mailto:MDOS-MiEFS-ELT-HELPDESK@michigan.gov)

For general CVR questions please contact CVR at:

PH: 1-800-333-6995

Email: [support@cvrreg.com](mailto:support@cvrreg.com)